

## **JOB DESCRIPTION**

**Position:** Area Manager  
**Location:** Within the overseas programme  
**Reports to:** Chalet Operations Manager /General Manager Chalet Hotels

As an Area Manager you are responsible for the operational running of the resorts within your area. You will support Resort and/or Hotel Managers and their staff in ensuring that the standards and quality of the service provided to our guests is of the highest level, whilst ensuring that operating costs are managed.

Your responsibilities and duties include:

### **Pre-season**

- Assist the Chalet Operations Manager and General Manager Chalet Hotels in training Resort/Hotel Management, Chalet Staff, Hotel Staff and Resort Representatives
- Ensure that all chalets/Chalet Hotels are appropriately opened and set up prior to first guest arrivals, with all necessary equipment required for the operational running of the properties.
- Be present at "flagship" properties handover in each resort, where possible.
- Ensure that resort is fully set up with relation to guest services, ski hosting, ski packs, supplier liaison
- Ensure all beginning of season paperwork is returned to the overseas office, in accordance with the deadlines set, and that discrepancies are resolved.
- Ensure that resort stores are suitably set up ready for first deliveries.
- Ensure that detailed inventories are produced for all chalets/Chalet Hotels and staff accommodation within your area.
- Ensure that Health & Safety, Fire and Hygiene checks are carried out in each property
- Ensure that RM and HM have the right tools to do their jobs: Electricity, fuel, gas, uniform, IT equipment, stationary, Linen, functioning and serviced equipment.

### **During the Season**

#### **1. Guest Service & Quality Assurance**

- Visit each resort/Chalet Hotel once a week with focus being on the overall operation of the resort.
- Complete Checks in all property; giving feedback and advice to all resort staff on successes and how to improve.
- Carry out checks on and monitor welcome meetings, après ski programmes and ski hosting services; giving feedback and advice to all resort staff on successes and how to improve.
- Eat a minimum of 1 Breakfast / 1 Afternoon Tea / 1 Diner with guests, at least, once a week to ensure highest standards of food and to ensure high guest satisfaction and feedback to catering. Attend once a week a minimum 1 Children's Lunch and 1 Children's High Tea and feedback to Catering and Childcare Team.
- Ensure that all resorts are achieving the set return rate and set scores on Guest Feedback Forms on a weekly basis.
- Provide weekly feedback to all Managers on GFF performance, including scores, return rate and comments.
- Ensure all guest complaints are dealt with efficiently and that replies to any queries of UK Guest Services department are answered with no delay.
- Airport Duty - provide support at one of the airports on a weekly basis ensuring both departing and arriving guests have the best possible experience at the airport. Ensure that all delays are communicated to guests, staff and resorts. Solve any transport problems through good liaison with coach companies.
- Transfers - ensure that the transfers to and from resort are conducted with the highest professionalism, that sales opportunities are maximised and that reps and transfer reps are fully trained on the process of a transfer.
- Ensure all aspects of the guest service within the portfolio are in order to anticipate and exceed guest expectations.
- Ensure a strong attention to detail with regards to the overall property presentation, inside and out.

- Resolve serious guest complaints within the portfolio and direct management of issues face to face with guests.
- Ensure all Health and Safety procedures are implemented according to Company standards, and local legislation.
- Support RMs/HM to manage, plan and execute transfer day.
- Ensure that Ski packs and après ski sales are promoted and that all guests are informed of all products and the company set targets set met and exceeded.
- Ensure guests are provided with an informative welcome meeting providing details on the hotel, resort, ski area and après ski events.
- Complete weekly guest property and staff property audits and feedback to the Management regarding any areas to be addressed or training requirements to be fulfilled.

## **2. Property Management (including Staff Accommodation)**

- Carry out regular inspections of guest and staff accommodation to ensure cleanliness and maintenance is kept to the highest standard.
- Ensure all repairs and maintenance are carried out, using the company maintenance staff, or by contacting external suppliers (with approval of Chalet Operations Manager and General Manager Chalet Hotels).
- Ensure all breakages are replaced during the season, and inventories are adjusted.
- Ensure that all weekly property checks are completed on a weekly basis by all resorts and that they are submitted to the overseas office. Follow up any issues.
- Ensure that all Health & Safety Checklists are completed on a monthly basis and that they are submitted to the overseas office. Follow up any issues.
- Check all property food stores to ensuring correct levels of stock are being held and that all goods are in date and correctly stored.
- Receive and manage the Resort/Hotel Manager's end of week reports.

## **3. Staff Management & Training**

- Take responsibility for staff management, including being the principal contact for all staff queries.
- Ensure objectives are set and monitored for all members of staff in your area according to the company performance management system.
- Ensure that all staff are receiving training and development where necessary.
- Ensure that staff discipline is being carried out in line with the Company disciplinary policy.
- Ensure all staff are wearing the company uniform correctly, and follow the company policy on presentation.
- Oversee the training and induction of new members of staff, ensuring they are fully prepared and equipped to carry out their job role.
- Ensure that staff registers are completed on a weekly basis and that they are submitted by uploading on to the central server to UK Payroll.
- Assist the UK Personnel team and Senior Management team with promotional assessments for the summer and winter programmes.
- Liaise with the Head of Recruitment and Personnel in UK office in line with company procedures, staff development, serious disciplinary matters and staff retention.
- Monitor and ensure that the level of staff welfare in each unit (staff food, accommodation, hygiene, uniform etc.) is of the company standards.

## **4. Supplier Relations**

- Visit all suppliers at the beginning and end of the season to ensure that they are aware of all operational and billing procedures and program developments.
- Ensure Owners are aware of each visit in resort and try to meet up with them one a month when possible.
- Visit key suppliers on a weekly to maintain the strongest possible relations.
- Give suppliers questionnaire feedback on a monthly basis or as soon as score are a concern.
- Carry out all supplier communication activity in line with company procedure (Local authorities, Government bodies etc.)
- Ensure suppliers have a full understanding of all product and service specifications in order to ensure effective delivery.

- Assist Resort/Hotel Managers with any supplier related problems.
- Assist with organisation of pre and post season laundry logistics.

## **5. Financial**

- Audit the Resort/Hotel Manager's cash books on a weekly basis – ensuring that all cash is accounted for and that any resort expenditure adheres to the Company Accounts procedures.
- Train and assist Resort/Hotel Managers with Easyrep reporting and accounting as necessary.
- Train and assist with the help of the Executive Chefs the Resort Chalet Managers, Hotel Managers and Head Chefs with catering budget reporting and accounting as necessary.
- Train all staff (where appropriate) on the completion on Resort Sales Vouchers and ensure the importance of this is appreciated by all.
- Ensure all resorts complete accurate accounts within the set deadlines.
- Feedback and provide action plans to Resort Chalet Managers and Head Chefs on budget performance on a weekly basis.
- Monitor and control resort expenditure on property equipment.
- Monitor the ski pack and après ski sales to ensure targets are being achieved, providing weekly reports to resort on performance.
- Work within the company set budgets relating to food, wine and cleaning costs to provide the standard of service required.
- Ensure in resort revenue generation is maximised through constant monitoring of sales and profitability figures, and also by introducing new sales initiatives.
- Protect the Company from local legislation (work visas, bar licensing) and have a sound understanding of all local laws and by laws.
- Ensure the financial obligations of the portfolio are met and exceeded in terms of revenue generation (bar, wine, Ski Pack sales) and budget control, and also through strict monitoring on utility costs. E.g. heating, electricity, through property visits and auditing.
- Strive to reduce the company's liability to possible Health and Safety claims and non delivery of brochure promises.
- Analyse the weekly accounts reports and feedback performance data to the Resort/Hotel Managers.
- Trouble shoot any problems highlighted by the weekly accounts reports i.e. kitchen consumption, bar revenue generation etc.
- Ensure that bar, superior wine and pack lunches targets for Chalet Hotels are achieved.
- Support the Hotel Managers with the commercial aspect of bars: promotion program, pricing, events.

## **6. Business Development**

- Review services offered & obtain feedback from internal & external customers and contribute ideas for continued development
- Succession planning and management of the overseas teams.
- Be known and visible in the resorts as a reputable face of the Company

## **7. Incident Management**

- Manage all incidents in line with company procedures.
- Ensure all staff are adequately trained in local procedures.
- Anticipate potential problems/situations and act accordingly to create solutions.
- React in line with company procedure to any unexpected situations.
- A firm understanding of all local fire and disaster protocols.

## **8. Communication**

- Keep General Manager/Chalet Operations Manager and other senior management (UK and Overseas) informed of all relevant business issues & updates using varied methods of communication.
- Be prepared to answer any questions raised by Managers
- Ensure detailed and accurate reports are delivered by the Management team on time as required by the General Manager.

- Escalate or communicate to General Manager/Chalet Operations Manager/relevant UK dept all issues deemed fit or which cannot be resolved locally, or, which will have high customer/financial impact.
- Work closely with management of all other departments to ensure complete synergy across the programme: Child Care, Catering, and Chalet Also to include synergy across brands as well.
- Attend Area Management meetings to ensure good communications between areas and departments overseas. Report on operations in your area.

#### **9. Other**

- Weekly reports to be submitted to the Chalet Operations Manager/General Manager Chalet Hotels.
- Trouble-shooting any problems or issues within resort as they arise.

#### **Post-Season:**

- Manage and control the shut down of all chalets/Chalet Hotels, stores, staff accommodation and resort office ensuring that all chalets are clean and inventories are correct prior to the handover with the property owner
- Ensure that all company property is correctly packed, inventoried and stored for the summer
- Ensure that all necessary paperwork is completed and submitted for all staff prior to their departure
- Ensure that all handovers with inter company departments is successful and timely
- Ensure that inventories are provided per property, staff accommodation and resort storage